

SEARCH MOVES

www.searchmoves.org.uk

August 2011



Version Three

User Guide

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General information

WELCOME TO SEARCH MOVES

Scheme User Guide

SEARCH MOVES is a sub regional choice based lettings partnership between Spelthorne Borough Council, Elmbridge Borough Council, Runnymede Borough Council, Elmbridge Housing Trust and A2Dominion. It has been created to enable people to express choice in where they want to live, including the ability to move within each partner's area.

SEARCH MOVES gives you more choice about the type of property and the area you want to live in. In the past your Council or Housing Association decided where and when you would be offered a home.

Now you will have the chance to choose the type of property and the area in which you want to live. You will be able to see an advert of the properties which are available to rent, which you can express an interest in by way of 'bidding' which will be explained in full later on in this user guide.

SEARCH MOVES is working in partnership with LOCATA who are an organisation which specialise in choice based lettings and who work with many other organisations to offer this service.

This scheme can be used for existing Council and Housing Association tenants as well as households who are living with family, have a private rented tenancy or other forms of occupation and are on a Housing Register of one of the partner's of SEARCH MOVES. These applicants will be known as HOMESEEKERS or TRANSFERS.

In future the Council will not contact you to advise you have been nominated to a particular property. From now on, you will need to look at the adverts of properties that are available for rent, which will be advertised on a fortnightly basis through a 'Freesheet' or on the SEARCH MOVES Website.

You need to look at these adverts fortnightly and decide whether you are interested in a property and whether you can bid based on the picture icon in the advert. This includes things like bed size, property type such as house, flat, maisonette, bungalow, or whether the property is suitable for people with mobility problems (picture icons are explained later in this guide).

Once you are registered on one of the SEARCH MOVES partners' Housing Register your application will be assessed into one of five bands, A to E, with Band A being the highest priority. Within each band there is a priority order. For Band A priority is based on the date the application was given this award. Bands B – E are based on the registration date of the application.

You will need to bid for a property if you want to be considered for it and how you do this will be explained later in this guide. The applicant with the highest banding and priority within this banding will normally be invited to view the property and may view with other shortlisted applicants.

In each 'freesheet' and on the website you will be able to see how homes advertised previously were let and the level of priority the successful bidder had and how long they waited for a new home. When you see this information it may help you decide on whether to expand or change your choice of property type e.g. House, Flat or Area.

Choice Based Lettings will not create any more properties but simply offers a choice to applicants and gives a realistic picture of availability.

The Scheme User Guide is a publication of Locata Housing Services Ltd. Editorials, photos and illustrations can only be published by permission of the publisher (all rights reserved).

Publisher: Locata Housing Services Ltd
Editor: Diana Martin

POWERED BY



Information in other formats

We are committed to helping everybody access SEARCH MOVES. If you have any specific needs please contact us to discuss them. The Housing team that is looking after your application can give you one-to-one help if you need it. Please see our contact details on page 4. Below are some of the other ways we can help you to make the most of SEARCH MOVES.

We can provide information to you:



In large print



Audio format or CD



In Braille



Translation or interpreter required

This guide explains how to apply for, see adverts and express an interest in a vacant council or housing association house to rent. For a free translation or interpreter please tick this box and take this guide into any of our offices shown on page 4.

Gujarati

કાઉન્સિલ અથવા હાઉસિંગ એસોસિએશનનું ખાલી મકાન ભાડે લેવા કેવી રીતે અરજી કરવી, જાહેરાત જોવી અને રસ દર્શાવવો તે આ ગાઇડ દર્શાવે છે. મુક્ત અનુવાદ કે તરજુમા માટે આ બોક્સમાં ☐ ટિક કરો અને આ ગાઇડને પાના ૪ ઉપર દર્શાવેલ અમારી કોઇપણ ઓફીસમાં લઈ જાવ.

Mandarin Chinese

本指南说明如何申请委员会或房屋协会可供出租的空房、索取相关广告以表达对租赁空房的兴趣。若要获取免费翻译, 请勾选此方框 ☐ , 并将本指南递交到第 4 页所载的任何办事处。

Portuguese

Este guia explica como se candidatar, ver anúncios e mostrar interesse numa habitação social, ou pertencente a uma associação de habitação, que esteja vaga para alugar. Para obter uma tradução ou um intérprete gratuitos, deve assinalar o quadrado ☐ e levar este guia a um dos escritórios listados na página 4.

Hindi

इस गाइड में यह बताया गया है किसी खाली कौंसिल या हाउसिंग एसोसिएशन हाउस में किराए का लिए आवेदन कैसे करें, विज्ञापन कैसे देखें तथा रुचि कैसे प्रकट करें। मुफ्त अनुवाद या भाषांतरण का लिए, कृपया इस बॉक्स ☐ को टिक करें और इस गाइड को पृष्ठ 4 पर दर्शाए गए हमारा किसी भी कार्यालय में ला जाए।

Polish

W tym przewodniku wyjaśniono, jak przeglądać oferty i ubiegać się o wynajem domu od urzędu miasta lub towarzystwa budownictwa społecznego. Aby skorzystać z darmowego tłumaczenia, proszę zaznaczyć tę kratkę ☐ , a następnie odnieść przewodnik do jednego z naszych biur wymienionych na stronie 4.

Spanish

Esta guía explica cómo presentar una solicitud, ver anuncios y expresar su interés en alquilar una casa desocupada del ayuntamiento o de una asociación de la vivienda. Para una traducción o un servicio de interpretación gratuitos, marque esta casilla ☐ y visite una de nuestras oficinas que figuran en la página 4 llevando consigo esta guía 4.

Contact details and Customer service centres



**Lettings Department
A2 Dominion**
Spelthorne House
Thames Street
Staines
Middlesex TW18 4TA
Tel: 020 8725 1744



**Housing Allocations Team
Elmbridge Borough Council**
Civic Centre
High Street Esher
Surrey KT10 9SD
Tel: 01372 474474



**Customer Service Team
Elmbridge Housing Trust**
Case House
85-89 High Street
Walton on Thames
Surrey KT12 1DZ
Tel: 01932 235700

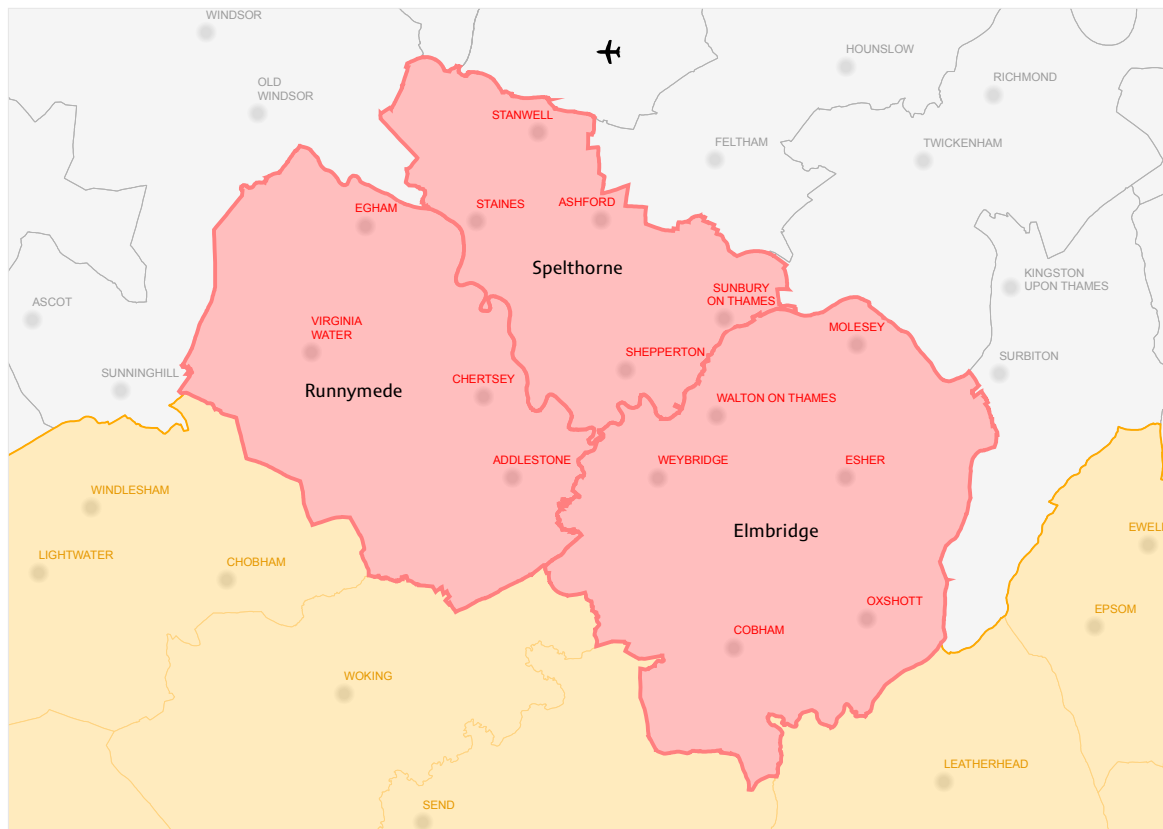


**Housing Needs
Allocations Team
Runnymede Borough Council**
Runnymede Civic Centre
Station Road
Addlestone
Surrey KT15 2AH
Tel: 01932 425831



**Housing Options Team
Spelthorne Borough Council**
Council Offices
Knowle Green
Staines TW18 1XB
Tel: 01784 446 380
email:
housing.needs@spelthorne.gov.uk

Map of Partner Areas



How the SEARCH MOVES scheme works

With SEARCH MOVES it will not be the Council or Housing Association who will find and allocate you a home; instead you look for your own home using the SEARCH MOVES Freesheet and website.

There are five steps you must follow in choosing your new home:

Step 1 – Membership

You are automatically a member of SEARCH MOVES if you are an existing tenant who has applied for a transfer or have a Housing Register Application with one of the partners of SEARCH MOVES.

You may not be eligible to be on the housing register; your council can give you further advice on this.

Step 2 – Registration

Once your Council or Housing Association has accepted you onto their register, Locata will write to inform you of your unique SEARCH MOVES Reference number and will tell you which band (A, B, C, D or E) you have been placed in and your priority date. (See pages 7 to 8 for details of how the priority band and date system works).

You must keep your Housing Department informed of any changes to your housing circumstances.

This is very important as it could result in changing your band, or your eligibility for certain homes.

Step 3 – Choosing your Home

Available properties are advertised in a Freesheet called 'SEARCH MOVES'.

The adverts give you information about each property available for letting.

You can pick up a free copy from various places, including civic centres, housing offices and public libraries. SEARCH MOVES is also available online. Go to **www.searchmoves.org.uk**

You are entitled to bid for up to 3 properties in each edition as long as you are eligible for them.

Once you have your Freesheet or viewed this on the internet you will be able to bid for a property.

You can bid in any 4 ways:

By coupon We send blank coupons direct to you with your registration pack. Each bid coupon will have your name and Reference number printed on them. This number is unique to you so no one else can use your coupon. See page 14 on how to complete your coupon.

On the web Go to **www.searchmoves.org.uk** and logon with your Reference number and birth date.

By telephone Call **0845 676 2111** and follow the instructions. (See page 13 for instructions on making your bids by telephone).

By text Call **07781 472726** (see page 12 for instructions on making your bids by text).

Available homes will be advertised from 9.30am on Tuesday until 12 noon on the following Monday. Your bids must reach us by 12 noon on the Monday.

Step 4 – Offer

Locata puts the bids received, for each property advertised, in priority order to produce a shortlist of applicants for each property.

The SEARCH MOVES partner will carry out further eligibility checks and if your name is at the top of the shortlist, you will normally be invited to view the property.

If you refuse this property, the next person on the shortlist will be invited to view the property if they have not already viewed it. You do not automatically get penalised for refusing properties you have chosen, although measures might be taken if you refuse several properties, especially if you are in a high 'priority band' and need to move urgently.

Many landlords invite more than one member to view their properties at the same time, although the property is always offered first to the member with the highest priority who attends the viewing.

If you are at the top of more than one shortlist, the SEARCH MOVES partner will decide which property to offer you and the other properties will be offered to other applicants.

Any offer is subject to your application being verified (checked and approved) to confirm your circumstances. You are responsible for ensuring that all supporting documents are made available to the housing authority which manages your application in order to verify your application. If your application cannot be verified the offer may be made to another applicant.

If you receive an offer to view, and if you do **NOT** intend to turn up you must contact the SEARCH MOVES partner.

Step 5 – Feedback

All properties are listed on the "Feedback" page of SEARCH MOVES freesheet once they have been let.

The feedback tells you how many people bid for each property, as well as the band and registration date of the successful bidder.

This helps you to see how long the successful bidders have been waiting.

It is not possible to notify you individually when your bids have been unsuccessful.

If a person who was top of the shortlist refuses, the next person who was on the list may be invited to view some weeks after the closing date.

Help & Assistance

If you have questions about how the scheme applies to you or about bidding for properties, there are fully trained housing staff available to support you in your Housing Team. Ways in which we can assist are listed later in this guidance.



Priority Bands

When you register for a Transfer or for re-housing as a Homeseeker, your application will be assessed by your landlord or Council.

The advert headings for a2 Dominion and Elmbridge Housing Trust state preference will be given to their tenants. This means their transferring tenants will be considered first in Band order before any Homeseeker will be considered.

You will be placed in one of the priority bands described below.

If you disagree with your priority band you can ask the council or housing association, which holds your registration details to review your banding.

When bids are considered for advertised properties, priority will be given to bids from people in the highest priority band. If people from the same priority band bid for the same property the person with the earliest registration date will be considered first.

For Band A, priority is given to applicants on the date they moved into Band A. Band B - E is based on registration date.

If your circumstances change your application will be reassessed and banded accordingly with your effective registration date.

Below is a general guide to the priority bands. You should refer to the Common Allocations Policy for full details.

Emergency/Priority (Band A)

The following applicants will fall into this banding:

A1 An applicant is assessed as having an “emergency” medical or welfare need to move including grounds relating to a disability and this is seriously affected by their current housing.

A2 An applicant has been accepted as homeless and the full duty to secure accommodation has been accepted by Spelthorne, Elmbridge or Runnymede Council and

1. the applicant has resided in temporary hostel or mobile home accommodation for twelve months or more; or
2. the applicant is residing in temporary accommodation which the council deems to be unsuitable for another reason.

A3 An applicant’s life would be in immediate danger if they continued to live in their current accommodation and this has been substantiated.

A4 An applicant is a tenant of any tenure who needs to move because their home is to be demolished or redeveloped within the next six months.

A5A An applicant is a social housing tenant in the SEARCH Moves area and is either residing in an adapted property where the adaptations are no longer required and the property is considered to be high demand.

A5B An applicant is a social housing tenant and is under occupying a property and the property they currently occupy is considered to be of high demand.

A6 An applicant is occupying a property that is subject to a compulsory purchase order and

there is a statutory duty upon the Council to move them.

A7 An applicant is assessed as statutorily overcrowded as set out in Part 10 of the Housing Act 1985 (but only where the applicant has not worsened their housing situation without good reason).

A8 An applicant has been nominated and accepted via the National Witness Mobility Service.

A9 An applicant’s needs fit into two or more categories in Band B and is judged to have a higher overall priority following an assessment by a senior officer.

Cases that fall into any of the above categories will be placed in Band A unless they do not have a local connection with Spelthorne Borough Council, Elmbridge Borough Council or Runnymede Borough Council in which case they will be placed in **Band D**.

Urgent Need to Move (Band B)

The following applicants will fall into this banding:

B1 An applicant is assessed as having an “urgent” medical or welfare needs to be moved and this is seriously affected by their current housing.

B2 An applicant needs to move because of harassment or threat of violence but not judged as serious as Band A.

B3 An applicant has been accepted as homeless and a duty to secure accommodation has been accepted by Spelthorne Borough Council, Elmbridge Borough Council or Runnymede Borough Council.

B4 An applicant is overcrowded and requires two or more additional bedrooms.

B5 An applicant is a social housing tenant of one of the

partner organisations and is under occupying a property in the Sub-Region. The under occupation is not related to any special lettings criteria or plan.

B6 An applicant’s accommodation lacks basic facilities, i.e. kitchen, bathroom or toilet and this cannot be provided by the landlord/owner within a reasonable timescale.

B7 An applicant’s accommodation has been assessed under the

...Continued

Urgent Need to Move (Band B)

Housing Health & Safety Rating System as not reasonably suitable for occupation and cannot be rectified by the owner/landlord at a reasonable cost or timescale.

B8 An applicant is living in supported housing and has been assessed as no longer needing the support and the accommodation is needed by other applicants.

B9 An applicant is pregnant or has at least one dependant child and is living in accommodation where the facilities are shared with others and they lack at least one bedroom.

B10 An applicant needs to move because their home is to be demolished or redeveloped within the next twelve months.

B11 An applicant is unintentionally threatened with homelessness and has a priority need (within the meaning of Part VII of the Housing Act 1996, as amended by the Homelessness Act 2002) and this has been validated and acted upon by the Housing Options Team and there are no other prevention options available.

B12 Care Leavers with Children's Services in Surrey who it has been agreed have a local connection with the SEARCH housing authorities during the time they were in Care and who are aged 18 to 21 years old.

B13 An applicant's household's needs fit into two or more categories in Band C and the applicant is judged to have a higher overall priority following an assessment by a senior officer (sharing facilities does not count as a category for the purposes of this assessment).

Identified Housing Need (Band C)

The following applicants will fall into this banding:

C1 applicant is assessed as having an "identified" medical or welfare need to move including grounds relating to a disability and this is seriously affected by their current housing.

C2 An applicant is living in private sector accommodation and has an Assured Shorthold Tenancy.

C3 An applicant has been assessed as homeless but is not in priority need within the meaning of Part VII of the Housing Act 1996, as amended by the Homelessness Act 2002.

C4 An applicant has been assessed as intentionally homeless but is in priority need within the meaning of Part VII of the Housing Act 1996 as amended by the Homelessness Act 2002.

C5 An applicant is overcrowded and requires one additional bedroom.

C6 An applicant is living in accommodation where the facilities are shared with others (**Note - sharing facilities does not count as a factor in deciding if an application should move to a higher band**).

C7 An applicant has some other compelling need to live in the Borough of Spelthorne Borough Council, Elmbridge Borough Council or Runnymede Borough Council which, if not met, will cause hardship.

Cases that fall into any of the above categories will be placed in Band C **unless** they do not have a local connection with Spelthorne Borough Council, Elmbridge Borough Council or Runnymede Borough Council in which case they will be placed in **Band D**.

Housing Need But No Local Connection (Band D)

Applicants who have any of the needs mentioned in Bands A-C will be placed in this banding if they do not have a local connection with Spelthorne Borough Council, Elmbridge Borough Council or Runnymede Borough Council.

Low or No Housing Need (Band E)

The following applicants will fall into this banding:

E1 An applicant does not fit into any of the categories in Band A, B, C or D.

E2 An applicant has deliberately worsened their housing circumstances within the last three years to get more priority on the housing register.

E3 An applicant has given up accommodation within the last three years that was suitable for their needs and by doing so, has knowingly worsened their housing circumstances.

E4 An applicant can afford to buy, part-buy or rent a property in the private sector that is suitable for their needs.

E5 An applicant has assets that could be used to obtain accommodation suitable to their needs.

E6 An applicant owned a property that was suitable for their needs but transferred or sold the property within the last three years when it was reasonable for them to continue living there.

Distribution Outlets

SEARCH MOVES will ensure that copies of the Freesheets will be available free of charge to all homeseekers and transfer applicants registered with SEARCH MOVES. The Freesheet is published every other Tuesday and will be available in the following places:

Elmbridge

Elmbridge Borough Council
Civic Centre High Street Esher
Surrey KT10 9SD

Elmbridge Housing Trust
Case House, 85-89, High Street
Walton on Thames, Surrey KT12 9DZ

Walton Weybridge & Hersham
Citizens Advice Bureau
Elm Grove, Hersham Road
Walton on Thames KT12

Esher & District Citizens Advice
Harry Fletcher House
High Street
Esher KT12 9RN

Local Libraries

Walton Library, 54 The Heart (off Hepworth Way), Walton on Thames
Esher Library, Old Church Path, Esher, Surrey
Weybridge Library, Church Street, Weybridge Surrey
Cobham Library, Cedar Road, Cobham, Surrey
Hersham Library, Molesey Road, Hersham, Surrey
Dittons Library, Mercer Close, Thames Ditton, Surrey
Molesey Library, The Forum, Walton Road, West Molesey

Runnymede

Runnymede Borough Council
Runnymede Civic Centre
Station Road
Addlestone
Surrey KT15 2AH

Citizens Advice Bureau
Runnymede Old Library
Church Street
Addlestone
Surrey

Local Libraries

Addlestone Library, Civic Centre, Station Road, Addlestone
Egham Library, High Street, Egham, Surrey
Virginia Water, Station Parade, Virginia Water, Surrey
Chertsey Library, Guilford Street, Chertsey, Surrey
New Haw Library, The Broadway, New Haw, Surrey

Spelthorne

Spelthorne Borough
Council
Council Offices
Knowle Green
Staines TW18 1XB

A2 Dominion
Spelthorne House,
Thames Street,
Staines
Middlesex TW18 4TA

Local Libraries

Staines Library, Friends Walk, Staines, Middlesex
Ashford library, Church Road, Ashford, Middlesex
Shepperton Library High Street, Shepperton, Middlesex
Stanwell Community Library and Information Centre, 65 Clare Road, Stanwell, Middlesex
Sunbury Library, The Parade, Staines Road West, Sunbury-on-Thames, Middlesex

Which Properties can I bid for?

When choosing a property to bid for, you need to consider a number of points

Is the property designated for Homeseekers/Transfers or both?

Your bid will not count if, for example, the property is for home seekers only and you are a transferring tenant.

Is there an age restriction on the property?

Some properties have a minimum age requirement, for example, in some cases only people over 50 can apply. This will be shown by a picture icon on the advert.

If you are interested in Sheltered Housing, contact your housing officer or local council office to ask for information as there may be different age restrictions and this will be shown on picture icons.

What can I bid for?

We will use the information you give us on your application form to assess whether you have a local connection to the SEARCH MOVES region and whether or not you have a local connection with each individual SEARCH MOVES borough. The SEARCH MOVES region includes the boroughs of Elmbridge, Runnymede and Spelthorne.

For most properties priority will be given to applicants who have a local connection to the SEARCH MOVES region.

Additionally for some properties priority will be given to applicants who have a local connection with a specific borough.

To assess local connection we will take into account such factors as whether you:

- Have lived in Elmbridge, Runnymede or Spelthorne by choice for either 6 months out of the last twelve or three years out of the last 5 years
- Have 5 out of the last 10 years continuous residence in Elmbridge, Runnymede or Spelthorne

- Have immediate family (mother/father/brother/sister/son/daughter) who are currently living in Elmbridge, Runnymede or Spelthorne and have done so for at least five years or more
- Have a permanent job in Elmbridge, Runnymede or Spelthorne
- Have special circumstances that give rise to a local connection

What does the mobility icon mean?

This is intended to provide a guide to people who have various levels of mobility needs. This does not restrict anyone else from bidding for these properties but the advert will often say that priority will be given to members with mobility needs.

Pets:

If you have a pet you will need to check for the 'pet' icon on an advert to know if pets are acceptable.

Circumstances where you may not be invited to view a property:

- **You are in rent arrears that have resulted in eviction or court orders where debts are not being repaid.**
- **You have been involved in anti-social behaviour which has resulted in legal action and a decision has been taken to exclude you.**

You can ask your Local Council or Landlord if any of these circumstances apply to you. You can also ask them to review their decision to exclude you from the scheme at any time.

Before you bid

Check out the location of the property on a map to make sure it's really a place you would consider moving to. Much landlord time is wasted trying to contact bidders who don't attend viewings because they don't really want to go to that area.

The Adverts

	1 bed flat	Ref No: 408
	Darley Drive, Addlestone	
	Landlord: Runnymede Rent: £54.91 per week	A spacious mid-terraced house that has 3 steps up to the front door and steps inside. This property benefits from having an open plan lounge/diner, garden and heating.
	1 G H/T AGE 50+	

Accompanying photographs only show typical properties in the advertised block or street. Please do not contact any occupants in these buildings.

Key to advert symbols



Available for homeseekers only



Available for transferring tenants only



Available for homeseekers and transferring tenants



This shows the property has a lift



This shows the property has no lift



Mobility Group 1 – Suitable for wheelchair user indoors and outdoors (defined by symbol and white bar)



Mobility Group 2 – Suitable for people who cannot manage steps or stairs and may use a wheelchair some of the day (defined by symbol and white bar)



Mobility Group 3 – Suitable for people only able to manage 1 or 2 steps or stairs (defined by symbol and white bar)

Property designed for people this age or above



Minimum and maximum number of people who can live in property



Floor level of property, if flat or maisonette



Number of bedrooms in the property



Pets allowed



Pets not allowed



Garden

How to express your interest in properties

Placing your bids on the internet



The quickest and easiest way to express an interest is through our website **www.searchmoves.org.uk**. There are instructions on screen. You will need to know your unique SEARCH MOVES reference number and your date of birth to log on.

On the website there is an online copy of the current SEARCH MOVES property list and as soon as you choose a property on the list, you can place a bid on it. If you later change your mind, you can remove your expression of interest (as long as the advert cycle is still open). You can also view the history of your expressions of interest.

Placing your bid by text message



Action	Example
To begin expressing your interest:	
1 To begin making your bids:	Open a new text message
2 Enter in your Reference number via the keys:	ABC12345
3 Then followed immediately by a hash mark:	ABC12345#
4 You should now enter the advert reference number of your 1st bid followed immediately by a hash mark:	ABC12345#456#
If you have finished Bidding then send. If not keep following the instructions below.	
5 You should now enter the advert number of your 2nd bid followed immediately by a hash mark:	ABC12345#456#491#
If you have finished Bidding then send. If not keep following the instructions below.	
6 You should now enter the advert reference number of your 3rd bid followed immediately by a hash mark:	ABC12345#456#491#444#
7 Check your Reference number and bids are correct before sending:	
8 When you have entered all of your bids send your text message to:	"Send"
9 The number to send your bids to are:	07781 472726

- Please check with your mobile phone company what they charge for SMS texts.
- To add numbers to the message keep pressing the keys until you get to the digit and select.
- On most mobile phones to find the hash character first press the star key then select the hash mark.
- You can enter your bids in both upper and lower case.
- Check your Reference number and Bids are correct before sending.
- Please note that you will not receive a text message to confirm the bids you have made.

Placing your bid by telephone



1	To begin making your bids dial:	0845 676 2111
2	You will hear:	"Welcome to the SEARCH MOVES Property Line, If you are registered with a Council, press 1. If you are registered with a Housing Association press 2."
	1. Council Press 01 for Spelthorne Borough Council Press 02 for Elmbridge Borough Council Press 03 for Runnymede Borough Council	2. Housing Association Press 01 for A2 Dominion Housing Group Press 02 for Elmbridge Housing Trust
3	You will then hear:	"Please enter the number section of your Reference number."
4	You should now enter the numerical part of your SEARCH MOVES Reference number. Once you have entered the correct number you will hear:	"Thank you. Please enter the day number of your birth date." e.g. For 16/04/60 enter 16 or for 08/01/58 enter 08 (you must put a 0 before a single number)
5	You should now enter the day number of your date of birth. Once you have entered the correct number you will hear:	"Thank you. Please enter the Property Reference number for your first bid."
6	Once you have entered the 3 digit Property Reference number correctly you will hear:	"If you would like to add an additional bid press 1, or press the star key to complete your bidding."
7	If you have pressed one you will hear:	"Please enter the Property Reference number for your second bid, or press the star key to complete your bidding."
8	Once you have entered the second Property number correctly you will hear:	"Thank you. If you would like to add an additional bid press 1, or press the star key to complete your bidding."
9	If you have pressed one you will hear:	"Please enter the Property Reference number for your third bid, or press the star key to complete your bidding."
10	When you have finished bidding you will hear:	"Thank you. Thank you for calling the Search Moves property line."

If you have made errors you will hear some instructions as follows:

11	If you have made an error with your Reference number you will hear:	"I am sorry, the Reference number you have entered is not recognised. Please try again."
12	If you have made a further error with your Reference number you will hear:	"I am sorry, the Reference number you have entered is not found. Please check with your council or housing association and call again."
13	If you have made an error with your day number of your birth date, you will hear:	"I am sorry, the day of birth you have entered does not match the day of birth specified for your reference number. Please re-enter using your telephone now."
14	If you have placed a bid that is ineligible you will hear:	"I am sorry, you are not eligible to bid on that property. Please try again."

How to complete your SEARCH MOVES coupon

SEARCH MOVES Coupon

Tick this box if you need more coupons sent to you ☒



Bid 1			
1	☐	☐	☐
2	☐	☐	☐
3	☐	☐	☐
4	☒	☐	☐
5	☐	☒	☐
6	☐	☐	☒
7	☐	☐	☐
8	☐	☐	☐
9	☐	☐	☐
0	☐	☐	☐

Bid 2			
1	☐	☐	☒
2	☐	☐	☐
3	☐	☐	☐
4	☒	☐	☐
5	☐	☐	☐
6	☐	☐	☐
7	☐	☐	☐
8	☐	☐	☐
9	☐	☒	☐
0	☐	☐	☐

Bid 3			
1	☐	☐	☐
2	☐	☐	☐
3	☐	☐	☐
4	☒	☒	☒
5	☐	☐	☐
6	☐	☐	☐
7	☐	☐	☐
8	☐	☐	☐
9	☐	☐	☐
0	☐	☐	☐

- Your coupon has your name and your SEARCH MOVES Reference number printed on it – please check that these details are correct.
- You can bid for up to three properties for each edition of the magazine.
- Each property will have a 3 digit reference number, shown in the property advert in the SEARCH MOVES property list.
- For example if you want to apply for the properties which have the reference number 456, 491, and 444, you should mark the coupon as shown in the example copy. You should put an **X** in the first column against the relevant first digit of the reference number.
- You should put an **X** in the second column against the relevant second digit of the reference number.
- You should put an **X** in the third column against the relevant third digit of the reference number.
- Please return your coupon by post. The address is already on the coupon, but you will need to put a stamp on it.
- If you need more coupons sent to you, please tick the more coupon box on the coupons.

Feedback

Understanding the Feedback Reports

In each edition of SEARCH MOVES there will be a Feedback page.

The Feedback contains information on lettings that have taken place since the previous edition. The Feedback is colour-coded in the same way as the adverts appearing in the magazine.

Freesheet Issue Date

This is the publication date of the Freesheet that the advert appeared in.

Advert Reference

Combined with the Freesheet issue date, this

gives a unique identity to any advert appearing in the Freesheet and is used for bidding.

Size and Property Type

This is simply a description of the property advertised.

Location

This gives an indication of where the property is situated within partner boundaries.

Bids

This is the total number of bids that were made against the adverts by members at the close of bidding.

Letting Information

This is the status of the successful member who bid for the property.

Example of SEARCH MOVES Feedback Report

Freesheet date	Advert reference	Size	Property type	Location	Bids	Lettings Information		
						Priority bands	Priority date	List (member)
A2Dominion								
31 Jul 09	65	3 bed	Maisonette	The Heart, Walton on Thames	147	B	19 June 02	Homeseeker
Elmbridge Borough Council								
17 Jul 09	25	3 bed	House	Cranbrook Drive, Esher	503	B	07 Mar 03	Homeseeker
17 Jul 09	35	1 bed	Flat	Middleton Road, Cobham	105	A	19 Jan 06	Homeseeker
24 Jul 09	40	bedsit	Bedsit	Snellings Road, Hersham	5	C	11 Nov 01	Homeseeker
Elmbridge Housing Trust								
31 Jul 09	60	2 bed	House	Mount Pleasant Cottages, Weybridge	78	A	31 Mar 06	Transfer
31 Jul 09	63	bedsit	Bedsit	Carlton Road, Walton on Thames	95	C	22 Dec 04	Homeseeker
Runnymede Borough Council								
7 Aug 09	75	2 bed	Flat	Surrey Towers, Addlestone	78	C	25 Oct 97	Homeseeker
14 Aug 09	98	1 bed	Maisonette	Darley Drive, Addlestone	255	B	10 May 95	Transfer
Spelthorne Borough Council								
14 Aug 09	80	2 bed	Flat	Sundeala, Sunbury on Thames	261	B	03 Apr 03	Homeseeker
14 Aug 09	102	1 bed	Flat	Hawthorn Hatch, Hounslow	364	A	29 Sep 08	Direct Let

General Information

Deadline for placing a bid?

All bids must be placed before 12 noon on the closing date shown on the front of the SEARCH MOVES Freesheet and on the website. If you are using coupons, remember to use a stamp and make sure you allow enough time for the post.

We will not consider any bids we receive after 12 noon on the closing date.

Need help to place a bid?

You can ask a friend, family member or support worker to place a bid on your behalf. Please contact a SEARCH MOVES partner if you need help placing a bid or advice about the process. Contact details are on page 4

SEARCH MOVES website

www.searchmoves.org.uk

You can use a computer for free access to our website in some of the SEARCH MOVES partners offices or in a library.

Libraries: To find your local library and it's opening hours please see **www.surreycc.gov.uk** or phone the **Surrey County Council Offices on 03456 009 009**

Telephone number for placing a bid?

0845 676 2111

To place a bid by telephone, please use the above number and follow the instructions given over the line or on page 13

Placing a bid by text message

07781 472726

To place a bid by text (SMS), follow the instructions shown on page 12

Can I have the Search Moves property freesheet posted to me?

If you would like to receive a property freesheet by post the cost (non refundable) is £8.70 for six months. You will need to do the following:

Write to Search Moves at the address below stating you name, Search Moves reference number (e.g. SPEL 77777) and address (to send the property list to).

Send a cheque or postal order for £8.70 made payable to Locata Housing Services Ltd to:

**Search Moves
PO Box 425
Ruislip
HA4 4FW**

Locata Housing Services will contact you after 6 months to re-subscribe. Please notify Search Moves, PO Box 425 immediately of any change to your mailing address.